Cognos® 8 Business Intelligence

COGNOS 8 FOR MICROSOFT OFFICE

GETTING STARTED

COGNOS®

THE NEXT LEVEL OF PERFORMANCE™

Product Information

This document applies to Cognos® 8 Go! Office Version 8.3 and may also apply to subsequent releases. To check for newer versions of this document, visit the Cognos Global Customer Services Web site (http://support.cognos.com).

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Introduction

This document is intended for use with Cognos 8 for Microsoft Office. Cognos 8 for Microsoft Office hosts applications within Microsoft Office.

This document contains information about using Cognos 8 for Microsoft Office. It details how to use the Cognos 8 for Microsoft Office interface to gain access to other Cognos products within the Microsoft Office environment. It also contains information and examples for automating Cognos 8 for Microsoft Office using Visual Basic and Visual Basic for Applications.

Audience

This guide assumes that you are familiar with Cognos products, such as Cognos 8, Cognos Connection, PowerPlay, and Microsoft Office applications such as Excel, Word, and PowerPoint. If you want to automate Cognos 8 for Microsoft Office using the API, you must have knowledge of Visual Basic (VB) or Visual Basic for Applications (VBA).

Related Documentation

Our documentation includes user guides, getting started guides, new features guides, readmes, and other materials to meet the needs of our varied audience. The following documents contain related information and may be referred to in this document.

Note: A Web page such as **The page cannot be found** may appear when clicking individual links in the following table. Documents are made available for your particular installation and translation configuration. If a link is unavailable, you can access the document on the Cognos Global Customer Services Web site (http://support.cognos.com). Logon credentials are available either from your administrator or by request from support.america@cognos.com.

Document	Description
Cognos Connection User Guide	Using Cognos Connection to publish, find, manage, organize, and view Cognos content, such as scorecards, reports, analyses, and agents
Cognos 8 Go! Office User Guide	Using Cognos 8 Go! Office to retrieve content from Cognos reporting products within Microsoft Office
Cognos 8 Administration and Security Guide	Managing servers, security, reports, and portal services; setting up Cognos samples; troubleshooting; and customizing Cognos 8

Finding Information

To find the most current product documentation, including all localized documentation, access the Cognos Global Customer Services Web site (http://support.cognos.com). Click the **Documentation**

link to access documentation guides. Click the **Knowledge Base** link to access all documentation, technical papers, and multimedia materials.

Product documentation is available in online help from the **Help** menu or button in Cognos products. You can also download documentation in PDF format from the Cognos Global Customer Services Web site.

You can also read PDF versions of the product readme files and installation guides directly from Cognos product CDs.

Getting Help

For more information about using this product or for technical assistance, visit the Cognos Global Customer Services Web site (http://support.cognos.com). This site provides product information, services, user forums, and a knowledge base of documentation and multimedia materials. To create a case, contact a support person, or to provide feedback, click the **Contact Us** link. For information about education and training, click the **Training** link.

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Chapter 1: What's New?

This section contains a list of new, changed, and removed features for this release. It will help you plan your upgrade and application deployment strategies and the training requirements for your users.

For information about upgrading, see the *Installation and Configuration Guide* for your product.

For information about new features for this release, see the *New Features Guide*.

To review an up-to-date list of environments supported by Cognos products, such as operating systems, patches, browsers, Web servers, directory servers, database servers, and application servers, visit the Cognos Global Customer Services Web site (http://support.cognos.com).

New Features in Version 8.3

Listed below are new features since the last release. Links to directly-related topics are included.

Enhanced User Interface

A new toolbar was added to Cognos 8 for Microsoft Office to provide alternative user interfaces for accessing and refreshing business intelligence content and data.

Buttons include commands for application settings, such as changing user preferences, logging on to a Cognos 8 server, and showing or hiding the Cognos 8 pane. Buttons for workbook tasks include those for publishing to Cognos Connection, opening a Microsoft Office document from Cognos Connection, clearing data, refreshing data, and converting dynamic data to static data.

The new task pane called Cognos 8 shows report elements in the currently connected content servers, based on the security permissions of the user. Items shown include

- the system
- queries, analyses, reports and report views
- PowerPlay reports and PowerPlay cube explorer
- Microsoft Office documents

The Cognos 8 pane contains some of the commands that apply to the worksheet, slide, or document. It behaves like a toolbar in the way that you can move it around on the screen, dock the pane, or leave it floating on the screen. The Cognos 8 pane is, by default, docked to the right side of the Microsoft Office application window.

For more information, see "The Cognos 8 for Microsoft Office Interface" (p. 11).

Support for .NET Framework 2.0 and Office 2007

.NET Framework 2.0 is supported in Cognos 8 for Microsoft Office. As a result, Office 2007 is also supported.

For more information about supported software environments, see the Cognos Global Customer Services Web site (http://support.cognos.com).

Changed Features in Version 8.3

Listed below are changes to features since the last release. Links to directly-related topics are included.

Importing Reports from Multiple Data Sources

When you create a document, you can now import report content from more than one data source or server. For example, in a Microsoft Excel workbook, you can create multiple worksheets where some worksheets can contain connections to separate data sources.

The ability to import from separate data sources allows you better control of the report elements that are not typically viewed together. Collating data from several sources allows for better analysis and investigation of business problems.

For more information, see "Log On to a Cognos 8 Server" (p. 19).

Removed Features in Version 8.3

The functionality listed below has been removed from version 8.3.

Support for Smart Client Deployment

Users are not able to use the Smart Client deployment method. Only the COM install is supported.

Configuring Custom Properties

The current product has moved from being a document-centric system to a an application-centric system. In an application-centric system, the program is used to create or edit the data structure and behavior.

The move to an application-centric system means that users are not required to configure custom properties for each document that they want to use with Cognos 8 for Microsoft Office. The intelligence for interpreting the properties was moved out of the document and into the application. All settings for the previous custom properties are now specified from the **Options** dialog box available from the Cognos 8 for Microsoft Office toolbar.

For more information, see "Customizing Cognos 8 for Microsoft Office" (p. 16).

Chapter 2: Cognos 8 for Microsoft Office

Cognos 8 for Microsoft Office is one of the Cognos 8 Go! consumer modes that users can use to create, view, and consume reports, analyses, and other business intelligence content using familiar Microsoft Office applications, such as Excel, PowerPoint, and Word.

Cognos 8 for Microsoft Office provides the framework that leverages the business intelligence architecture, including security, metadata, and content storage. This infrastructure helps you manage your Microsoft Office documents and monitor the financial performance of your organization.

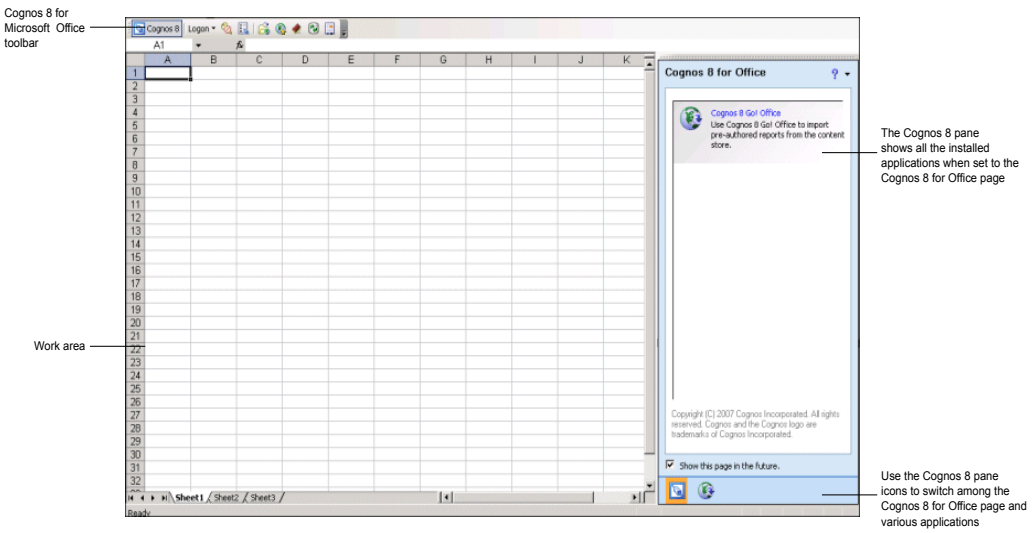
Cognos 8 for Microsoft Office integrates the following applications.

Applications	Description
Cognos 8 Go! Office	Importing Cognos 8 report content, including data, metadata, headers, footers, and charts, into a familiar Microsoft Office application. Cognos 8 Go! Office uses the functionality in the Microsoft Office application to work with pre-authored reports or create new reports in the Business Intelligence studios. This application may be used by sales managers or project managers who must retrieve and report on that information.

The Cognos 8 for Microsoft Office Interface

Descriptions of the toolbar buttons and key screen elements will help you get started with Cognos 8 for Microsoft Office.

The following illustrates the different areas of the Cognos 8 for Microsoft Office interface.


Cognos 8 for Microsoft Office toolbar
Work area
Cognos 8 for Office
Cognos 8 Go! Office
Use Cognos 8 Go! Office to import pre-authored reports from the content store.
The Cognos 8 pane shows all the installed applications when set to the Cognos 8 for Office page
Use the Cognos 8 pane icons to switch among the Cognos 8 for Office page and various applications

Cognos 8 for Microsoft Office Toolbar

Cognos 8 for Microsoft Office adds a custom toolbar to each of the supported Microsoft Office applications. When the Cognos 8 button on the toolbar is clicked, the Cognos 8 for Microsoft Office commands are available as buttons on the toolbar at the top of your Microsoft Office application.

The toolbar (ribbon in a Microsoft Office 2007 environment) provides the following options to help you when you are designing reports or performing your exploration.

Button	Description
	Start Cognos 8 for Microsoft Office by showing the Cognos 8 pane and the Cognos 8 for Microsoft Office toolbar. Based on the set preferences, the Cognos 8 pane shows either the Cognos 8 for Office page or the tools and commands for the default application. Use to also hide the Cognos 8 pane.
	Log on to a specific Cognos 8 system that contains the reports or package information that satisfy your reporting requirements. Logging on requires authentication information, such as user ID and password.
	Log off all Cognos 8 systems. Log off all namespaces.
	Set options, such as startup application, system gateway URI, which default system and package to load, and display limits to customize Cognos 8 for Microsoft Office and applications for the way you work.
	Open a saved Cognos 8 for Microsoft Office document from Cognos Connection so that you can work with the report in the Microsoft application used to create it, and then save the report locally.
	Publish the saved workbook to Cognos Connection. Publish your Cognos 8 for Microsoft Office documents to Cognos Connection to share them with other users in a secure and centrally managed way.
	Clear all data from the document. You can clear cells in Microsoft Excel to remove the contents. The cleared cells remain as blank cells on the worksheet. Formats, such as number formats, conditional formats, and borders are retained.
	Refresh data to see the most recent version of the information in the package or data source that a report uses.
	Convert data items to static text by disconnecting from the content store. In this format, the document can be distributed to anyone for review.

Cognos 8 Pane Icons

The Cognos 8 pane contains icons that help you to easily switch between the various applications and the Cognos 8 for Office page.

Icons	Description
	Shows the Cognos 8 for Office page in the Cognos 8 pane or the pane for the default application that starts for each session.
	Opens the Cognos 8 Go! Office pane that contains commands related to importing and refreshing pre-authored reports and report content.

Cognos 8 Go! Office

Use Cognos 8 Go! Office to work with secure Cognos content in your familiar Microsoft Office environment, such as Excel, Word, and PowerPoint. You can retrieve report content from a variety of Cognos applications, including Cognos 8 and PowerPlay. Cognos 8 Go! Office provides access to all Cognos report content, including data, metadata, headers, footers, and charts. You can use predefined reports or create new content from Query Studio, Analysis Studio, or Report Studio.

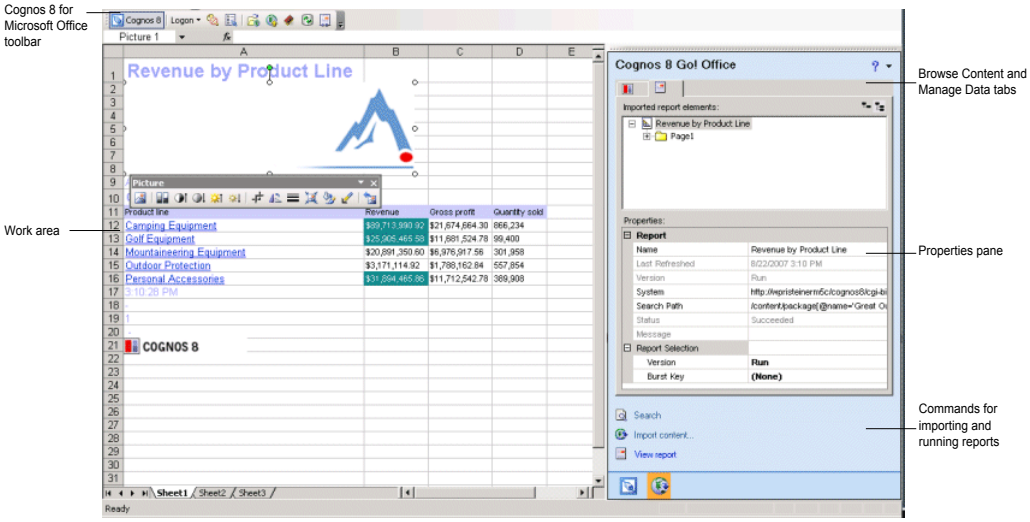
By importing content into Excel, you can use the formatting, calculation, charting, and presentation features available in Excel.

By importing content into PowerPoint and Word, you can include reports and charts to enhance your presentations and documents.

For more information, see the Cognos 8 Go! Office *User Guide*.

The User Interface for Cognos 8 Go! Office

The Cognos 8 Go! Office windows consists of the Cognos 8 pane, and three areas from which various tasks can be completed.


Cognos 8 for Microsoft Office toolbar
Work area
Browse Content and Manage Data tabs
Properties pane
Commands for importing and running reports
Cognos 8 Go! Office
Revenue by Product Line
COGNOS 8

Cognos 8 Pane

The Cognos 8 pane helps you get your work done by keeping the most common Cognos 8 Go! Office commands accessible from a central location in your Microsoft Office application.

The Cognos 8 Go! Office pane contains reports and report objects that you can import into a Microsoft Office application.

The Cognos 8 Go! Office pane contains these tabs:

- the Browse Content tab

  Contains the list of Cognos 8 servers and the report content in each data source

- the Manage Data tab

  Contains reports or report elements that were imported from the Cognos 8 servers, such as crosstabs, lists, or charts, and their associated properties

- the **Properties** pane on the Manage Data tab

  Lists the properties that you can view or set for a report or an object in a report

The Properties Pane

The **Properties** pane provides a detailed view of the report objects. For some objects, you can specify a value for the property.

You can use the Properties pane to make several changes and apply them at the same time instead of running different commands. For example, you can

- change the name of an imported report
- define the address of the Cognos 8 gateway
- specify the default values of a prompted report
- specify which report version output to run

The result of running a particular command, such as Refresh All Data, varies based on the values specified in the **Properties** pane.

For more information, see the Cognos 8 Go! Office *User Guide*.

Chapter 3: Getting Started With Cognos 8 for Microsoft Office

To use Cognos 8 for Microsoft Office with the Microsoft Office applications, you must set up your Cognos 8 Microsoft Office environment for the way that you work. Regardless of the Cognos 8 for Microsoft Office application that you are using, you can perform the following common tasks from the Cognos 8 for Microsoft Office interface or the Cognos Connection portal:

- Show or hide Cognos 8 for Microsoft Office (p. 15).
- Set preferences for Cognos 8 for Microsoft Office (p. 16).
- Log on to Cognos 8 servers (p. 19).
- Clear data from the Microsoft Office document (p. 21).
- Refresh data from the Cognos 8 BI content store (p. 21).
- Convert dynamic data to static data (p. 22).
- Publish a Microsoft Office document (p. 22).
- Open and save a report locally (p. 23).
- Download a Microsoft Office document from Cognos Connection (p. 24).

Start Cognos 8 for Microsoft Office

When you first open one of the supported Microsoft Office applications, a Cognos 8 for Microsoft Office toolbar appears. To view the commands and icons that you need to work in the Cognos 8 for Microsoft Office environment, you must make the Cognos 8 pane and the Cognos 8 for Microsoft Office toolbar available.

When the Cognos 8 for Microsoft Office toolbar is available, you can set your preferences, define the Cognos 8 gateway addresses of the data sources, and log on to the Cognos 8 servers.

After starting Cognos 8 for Microsoft Office, you may decide to resume work on non-Cognos Office workbooks or documents and want to show only the commands and buttons that you use. You can hide the Cognos 8 for Microsoft Office toolbar or the Cognos 8 action pane in your work area.

Steps

1. On the Cognos 8 for Microsoft Office toolbar, click the **Cognos 8** button.
2. From the **Tools** menu, click **Customize**.

3. Show or hide the Cognos 8 pane by selecting or clearing the **Cognos 8** check box on the **Toolbars** tab.
4. From the **Tools** menu, click **Customize**.
5. Show or hide the Cognos 8 for Microsoft Office toolbar by selecting or clearing the **Cognos 8 for Microsoft Office** check box on the **Toolbars** tab.

The Cognos 8 pane appears in the application work area, and buttons are made available from the Cognos 8 for Microsoft Office toolbar. You can now set your preferences for Cognos 8 for Microsoft Office and installed applications.

Customizing Cognos 8 for Microsoft Office

Customize the Cognos 8 for Microsoft Office environment so that it meets your reporting and analysis needs.

You can specify the following preferences for Cognos 8 for Microsoft Office:

- the application to start up when you first open Cognos 8 for Microsoft Office (p. 16).
- the location of the Cognos 8 gateway (p. 17).
- whether to enable single signon for authentication (p. 18)
- whether to enable forms-based authentication(p. 18)
- whether to enable logging (p. 19).

Each time that you start the Cognos 8 for Microsoft Office application, these settings apply to your session.

Customize How Cognos 8 for Microsoft Office Starts

When you first start Cognos 8 for Microsoft Office, you can choose to show either the **Cognos 8 for Office** pane or a specific application. If the **Cognos 8 for Office** pane is chosen, it appears on the right side of your work area and shows all the installed Cognos 8 for Office applications that you can use. You can click the application icon that best meets your needs.

After specifying your preference, Cognos 8 for Microsoft Office opens in the chosen mode in subsequent sessions.

Steps

1. On the Cognos 8 for Microsoft Office toolbar, click the options button .
2. In the left navigation pane, click **Cognos 8 for Office**.
3. Choose whether to show the **Cognos 8 for Office** pane in your work area or start a specific application:

- To show the **Cognos 8 for Office** pane each time that you start Cognos 8 for Microsoft Office, under **Cognos 8 Start Application**, select the **Show Cognos 8 for Office Welcome page** check box.

  You can later change this option by clearing the **Show this page in the future** check box located at the bottom of the **Cognos 8 for Office** pane.

- To start a specific application when opening Cognos 8 for Microsoft Office, in the **Startup Application** box, click the application that you want.

4. Click **OK**.

Add or Modify the Address for the Cognos 8 Gateway

Before you can access Cognos 8 content, you must specify the location of the Cognos 8 gateway. The Cognos 8 application server runs requests, such as reports, analyses, and queries that are forwarded by a gateway. The Cognos 8 server then connects to the underlying data sources to obtain data.

You can specify more than one Cognos 8 gateway.

If no gateway is specified, you are not able to open a report from Cognos Connection (p. 23), publish a Microsoft Office document to Cognos Connection (p. 22), or open a package. All these commands require that you specify the Cognos 8 server that contains the data source that you need. A warning message will prompt you to add the gateway location.

Steps to Add an Address

1. On the Cognos 8 for Microsoft Office toolbar, click the options button .
2. In the left navigation pane, click **Cognos 8 for Office**.
3. Under **Cognos 8 Systems**, in the **System Gateway URI** box, type the URI that identifies the location of the Cognos 8 gateway.

   An example is the following, where *server_name* is either the IP address of the computer or the computer name:

   http://*server_name*/cognos8/cgi-bin/cognos.cgi

4. If you want to assign an abbreviated or more meaningful name to the URI, in the **Friendly Name** box, type a name.

   If a name is not specified, the default name is *severname*:*port* .

5. Click **Add**.

   The gateway location and friendly name appear in the **Systems** box.

   Tip: To delete an existing address, in the **Systems** box, select the address that you want to delete, and click **Delete**.

6. Click **OK**.

In Cognos 8 Go! Office, the friendly name appears in the Cognos 8 pane as the root node in the tree hierarchy.

After specifying the location of the Cognos 8 servers, you can enable single signon for seamless integration between Cognos 8 for Microsoft Office and Cognos 8 client applications, such as Cognos 8 Planning or Cognos 8 Controller, or between Cognos 8 for Microsoft Office applications.

Steps to Modify an Address

1. On the Cognos 8 for Microsoft Office toolbar, click the options button .
2. In the left navigation pane, click **Cognos 8 for Office**.
3. In the **Systems** box, click the URI that you want to change.
4. In the **System Gateway URI** box, make the necessary changes to the URI that identifies the correct location of the Cognos 8 gateway.

   An example is the following, where *servername* is the name of the Cognos 8 server computer:

   http://*servername*/cognos8/cgi-bin/cognos.cgi
5. Click **Replace**, and click **OK**.

After specifying the location of the Cognos 8 servers, you can enable single signon for seamless integration between Cognos 8 for Microsoft Office and Cognos 8 client applications, such as Cognos 8 Controller, or between Cognos 8 for Microsoft Office applications.

Set Up User Authentication

Your administrator already configured an authentication provider for Cognos 8 components. To enable security between Cognos 8 for Microsoft Office and Cognos 8 client applications, you can turn on single signon. Single signon ensures that users who are logged on to one Cognos client application are not prompted for authentication when they run another Cognos client application.

For single signon to work properly, it must also be established on the Cognos 8 servers. The Cognos 8 administrator must set a parameter in Cognos Configuration that specifies a client application can share session information with another client on the same computer. Secure reports can then be accessed without subsequent signons because the system automatically identifies users and provides security information.

If your company uses third-party Web-based access management software, such as SiteMinder, to provide single signon in your security infrastructure, you must enable forms-based authentication. Forms-based authentication is an authentication service that allows users to enter their credentials, such as the user name and password, through a form on a Web page. If the credentials are valid, users are logged on to the site. The credentials persist until the user explicitly logs off.

Steps

1. On the Cognos 8 for Microsoft Office toolbar, click the options button .
2. In the left navigation pane, click **Cognos 8 for Office**.

3. Under **Cognos 8 Systems**, choose whether to use single signon or forms-based authentication:
   - To enable single signon, select the **Enable Single Signon** check box.

     After logging on for the first time, each time that a secure report is accessed, no signon is required because the system automatically provides the security information.
   - To enable forms-based authentication, select the **Enable forms based authentication** check box.

Enable Logging as a Diagnostic Tool

A log file is an important diagnostic tool for investigating the behavior of Cognos 8 for Microsoft Office. It can help you troubleshoot problems by recording the activities that take place when you work with Cognos 8 for Microsoft Office. These activities include information about the environment, exceptions, and entry and exit functions.

You can specify whether information about Cognos 8 for Microsoft Office is logged and the location of the log file. By default, log activities are saved to the location where you installed Cognos 8 for Microsoft Office.

Enable logging if you are attempting to troubleshoot unexpected behavior. The Cognos support staff will want to have a copy of the entries in the log file.

Writing to log files may result in performance degradation.

Steps

1. On the Cognos 8 for Microsoft Office toolbar, click the options button .
2. In the left navigation pane, click **Cognos 8 for Office**.
3. Under **Logging**, select the **Enable Logging** check box.

   By default, the log file CognosOffice.log is used to capture the activities.
4. If you want to add to the current log file instead of clearing it when logging begins, select the **Append to Log file** check box.
5. In the **Filename** box, enter the file location of the Cognos 8 for Microsoft Office log file, and click **OK**.

   By default, the CognosOffice.log file is located in *client_installation_directory*.

The next time that you start Cognos 8 for Microsoft Office, activities and information about the environment are logged in the specified file location.

Log On to a Cognos 8 Server

Cognos 8 supports authenticated and anonymous user access. To use Cognos 8 for Microsoft Office as an authenticated user, you must log on to the Cognos 8 server that contains the data source or package for the reports that you want to import.

The procedures for logging on may vary depending on your credential system. You may have several logon screens that require credentials, such as user ID and password, or no logon screens are shown. Anonymous users do not log on.

You can be logged on to multiple data source servers at one time.

Steps

1. On the Cognos 8 for Microsoft Office toolbar, click the **Logon** button, and select the server that contains the data source or package for the reports that you want.
2. If there is more than one namespace, in the **Namespace** box, click the namespace that you want to use and click **OK**.
3. Type your **User ID** and **Password**, and click **OK**
4. Repeat steps 1 to 3 for each additional server.

After logging on and showing the Cognos 8 pane, you are ready to begin using Cognos 8 for Microsoft Office features.

Chapter 4: Working With Microsoft Office Documents

You can easily make changes to your reports or explorations by retrieving data and overriding any previous changes that you made, removing data, or converting dynamic data to static data to prevent future updates from the Cognos 8 server.

Regardless of the Cognos 8 for Office application that you are using, you can perform the following actions on reports, explorations, or analyses:

- refresh data (p. 21)
- clear cells of contents (p. 21)
- convert dynamic data to static data (p. 22)

Refreshing Data

If the package or source data that a report is using changes, you can refresh it to ensure that you are working with the latest version.

In Excel, all worksheets in the workbook are updated with the most recent data. These include any imported reports or explorations, regardless of the application used. In Word, Cognos content on all pages of a document are updated. In PowerPoint, Cognos content on all slides of a presentation are updated.

Tip: On the Cognos 8 for Microsoft Office toolbar, click the refresh all data button .

In Cognos 8 Go! Office, the results of the Refresh command differ based on whether you are running a report or viewing a report output version. For more information, see the Cognos 8 Go! Office *User Guide*.

Clearing Cells of Content

You can clear cells in Microsoft Excel to remove the contents, such as formulas or data. The cleared cells remain as blank cells on the worksheet. Formats, such as number formats, conditional formats, and borders are retained.

Tip: On the Cognos 8 for Microsoft Office toolbar, click the clear all data button .

Clearing the contents does not break the link to the data sources.

For information about reports or content cleared in Cognos 8 Go! Office, see the Cognos 8 Go! Office *User Guide*.

Converting Dynamic Data to Static Data

If you modify a report, an analysis, or an exploration that you do not want to update with changes from the content store, you can convert the dynamic data items to static by disconnecting from the content store.

Converting to static data is also useful when you want to send the Microsoft Office document to someone who does not have Cognos 8 for Microsoft Office installed or does not have a license for it.

Tip: On the Cognos 8 for Microsoft Office toolbar, click the convert to static button .

When you convert dynamic data to static data in Microsoft Office Excel, any query-related information, such as calculations and filters, is removed from the Microsoft Office document but the data values are preserved.

Publish a Microsoft Office Document to Cognos Connection

Publish your Cognos 8 for Microsoft Office documents to Cognos Connection to share them with other users in a secure and centrally managed way. Users can refresh the data based on their user authentication privileges in Cognos 8.

If Cognos 8 users do not have Cognos 8 for Microsoft Office installed, they can still view the document and its contents, although they cannot refresh the data or update the contents.

Steps

1. Open the document.
2. Choose whether you want to save your document with recent data:
   - To save the document with the most up-to-date data, on the Cognos 8 for Microsoft Office toolbar, click the refresh all data button .
   - To save the document as a template without data, on the Cognos 8 for Microsoft Office toolbar, click the clear all data button .
3. On the Cognos 8 for Microsoft Office toolbar, click the publish button .
4. When prompted to save the document to continue, click **Yes**.
5. Enter a location.
6. If prompted, click your namespace and type your user name and password.
7. In the **Look in** box, click the Cognos 8 server where you want to publish the document.
8. Choose the type of folder in which you want to save the document:
   - To save the document in public folders, click **Public Folders**.
   - To save the document to your content, click **My Folders**.

9. In the **Name** box, type the name of your document.
10. If you want, in the **Description** box, type a description for the document.
11. Click **Publish**.

The active document is published to Cognos Connection.

Opening, Saving, and Downloading Existing Microsoft Documents

You may have existing workbooks or presentations that you want to update with Cognos 8 content. Your business situation may have changed and you now want to apply various business scenarios. To refresh your data or make enhancements, you can download published Microsoft Office documents or open local documents. You can then use the Microsoft Office application of your choice to make changes.

Existing values for custom properties are set in the **Options** dialog box. For example, when an earlier version of a Cognos 8 for Office-enabled document is opened, the address for the Cognos 8 gateway appears in the list of addresses in the **Options** dialog box, if one was not already defined in custom properties.

Open and Save a Report Locally from Cognos Connection

You can store the reports that you create or modify on the Cognos 8 server. You can also open and save those reports on your computer. This is useful if you want to send a report to a report author who is working in a different environment, or you want to save the report to a source code controlled directory on a local network or drive.

Folders in Cognos Connection are logically labeled and organized to help you easily locate reports. Entries in **Public Folders** are of interest to and can be viewed by many users. Entries in **My Folders** are accessible by you only when you are logged on.

If you are working from Cognos Connection, you can also download a Microsoft document and open it in the application that was used to create it (p. 24).

You must have write access to a folder to create entries in it.

Steps

1. On the Cognos 8 for Microsoft Office toolbar, click the open button .
2. In the **Look in** box, select the Cognos 8 server that contains the report that you want.
3. Choose the type of folder in which the report is saved:
   - To view content in public folders, click **Public Folders**.
   - To view only your content, click **My Folders**.
4. Click the report that you want, and click **Open**.

The report appears in your workbook, slide, or document. You can make changes and manipulate data, and publish it to Cognos Connection for sharing (p. 22).

Download a Microsoft Office Document from Cognos Connection

You can download a Microsoft Office document from Cognos Connection if it was published in one of the Cognos 8 for Microsoft Office applications, such as Cognos 8 Go! Office.

You can download documents created in Excel, PowerPoint, and Word. The default action for any Microsoft Office document is to download it.

For more information, see the Cognos 8 *Administration and Security Guide*.

You must have read and traverse permissions to access Microsoft Office documents in Cognos Connection.

Steps

1. In Cognos Connection, locate the document that you want to open.
2. Click **more** on the actions toolbar to the right of the document that you want to download.

   The Cognos Connection actions page opens.
3. Choose to download the Microsoft Office document that you want:
   - For a Microsoft Office workbook, click the View most recent document in Excel button .
   - For a Microsoft Office presentation document, click the View most recent document in PowerPoint button .
   - For a Microsoft Office word document, click the View most recent document in Word button .

   The **File Download** dialog box appears.
4. Click **Save** and follow the prompts that appear.

   You must save the document before using it with any of the Cognos 8 for Microsoft Office applications. When you open the document, it opens in the application that was used to create it.

You can now perform the same actions that you would perform for any Microsoft Office document of the selected type.

Chapter 5: Automating Cognos 8 for Microsoft Office

Through the use of an application programming interface (API), you can automate the refreshing or publishing of workbook, document, and presentation content. You can use a scheduling tool, such as Scheduled Task, and can process one or more workbooks, documents, or presentations.

You can use the API to create a scheduled batch program to refresh all the Cognos 8 Go! Office enabled workbooks, documents, or presentations on a daily, weekly, or monthly basis so that as your period data changes, the affected files are kept up-to-date.

The API can be called within Microsoft Excel workbooks, Microsoft Word documents, or Microsoft PowerPoint presentations using VBA or using VBS and a command line interface. For these types of automation to work, one or more macros must be registered within the workbook, document, or presentation.

When using sample macros and script files as part of your own processing functions, remember that the API is accessible only as user defined functions (UDFs) in the Microsoft Office products: Excel, Word, or PowerPoint. UDFs are functions created in Visual Basic for Applications (VBA). In this case, however, the UDFs are created within the Cognos 8 for Microsoft Office solution and are called from VBA.

To help you understand what is possible using this API, several samples are provided. You can use them to help you create your own solutions by

- creating VBA macros within Excel, Word, or PowerPoint
- passing parameters, leveraging VBS and the command line interface

In addition to these capabilities, you can schedule scripts, either ones that you create or the samples, to run as a batch process at a set time.

You must ask your administrator to make the sample files available to you in a location that you can access.

Use the following checklist to guide you through the automation process:

- ❑ Refresh the Cognos 8 for Microsoft Office data (p. 26).
- ❑ Import the CognosOfficeAutomationExample.bas file (p. 26).
- ❑ Use the Cognos 8 for Microsoft Office API functions (p. 27).
- ❑ Refer to the Cognos 8 for Microsoft Office Visual Basic (VBA and VBS) sample script files to further enhance your solution (p. 32).

Example - Refreshing Data in Your Microsoft Office Document

The following code shows the most basic techniques for using the Cognos 8 for Microsoft Office CognosOfficeAutomationObject property.

In the following example, you must log on to the Cognos 8 Business Intelligence Web server, http://localhost/cognos8/cgi-bin/cognos.cgi, to refresh the data contained in your Microsoft Office document.

```
Sub Logon()
Dim UserName As String
Dim Password As String
Dim Namespace As String
Dim URL As String
Dim LogonResult As Boolean
UserName = "Admin"
Password = "Admin"
Namespace = "Production"
URL = "http://localhost/cognos8/cgi-bin/cognos.cgi"
'   Check that the automation object returned by
'   CognosOfficeAutomationObject is valid before using
it.
If Not CognosOfficeAutomationObject is Nothing Then
    LogonResult = CognosOfficeAutomationObject.Logon(
URL, UserName, Password, Namespace)
If LogonResult = True Then
MsgBox "Logon succeeded."
End If
End Sub
```

Import the CognosOfficeAutomationExample.bas File

The quickest way to set up Microsoft Excel, Microsoft Word, or Microsoft PowerPoint for automation is to import the CognosOfficeAutomationExample.bas file into the Microsoft Excel workbook, the Microsoft PowerPoint presentation, or the Microsoft Word document. It contains all the necessary macros, including the CognosOfficeAutomationObject macro. Alternately, you can create templates that already contain this imported .bas file that supply the code for logging on to Cognos 8 for Microsoft Office, refreshing the content of specified workbooks, documents, or presentations, and logging off.

To use the Cognos Office AutomationExample.bas file, you must also import the CognosOfficeMessageSuppressor.cls file. The .cls file contains the SuppressMessages function that allows you to disable the standard alerts and messages that are shown during the normal operations of Cognos 8 for Microsoft Office.

Steps

1. Open a new Office document, workbook, or presentation.
2. From the **Tools** menu, click **Macro**, and then click **Visual Basic Editor**.
3. Do the following based on the Microsoft Office application:
   - For Microsoft Excel and Microsoft PowerPoint, right-click **VBAProject** and click **Import File**.

- For Microsoft Word, right-click **Project** and click **Import File**.

The **Import File** dialog box appears.

4. Browse to the location where the Cognos 8 for Microsoft Office Automation macro files are installed.

   The default location is *client_installation_directory*\Automation.

5. Click the CognosOfficeAutomationExample.bas file and import it into the VBA project.

   We recommend that you do not edit this code module.

6. Repeat steps 3 to 5 to import the CognosOfficeMessageSuppressor.cls file.

7. Close the **Visual Basic Editor** and return to Cognos 8 for Microsoft Office.

8. Save and close as a template, and then reopen the template.

You can now call the macros contained in the CognosOfficeAutomationExample.bas file from the VBA code that you write in Excel, Word, or PowerPoint.

Logging Automation Activities and Errors

Use the automation log to track automation activities and troubleshoot problems with automation tools and scripts. The automation log is automatically generated whenever you run an automation script. The automation log is returned using a call to the Automation API function TraceLog. For information about the TraceLog function, see "TraceLog " (p. 30).

Cognos 8 for Microsoft Office API Functions

After the reference to Cognos 8 for Microsoft Office Automation is established, any macro in VBA can call the functions exposed in the Cognos 8 for Microsoft Office Automation API.

Use API functions to process Microsoft Office documents, such as workbooks, documents, and presentations. If Microsoft Office is open when a command is executing, the command executes in interactive mode. If Microsoft Office is closed when the command is executing, the command executes in batch mode. Executing in batch mode means that all display alerts are turned off.

The functions that are exposed through the Cognos 8 for Microsoft Office automation objects are

- HttpLogonCredentials, which authenticates a user to a Web site that requires new authentication credentials (p. 28)
- Logon, which authenticates users to the Cognos 8 Business Intelligence Web server (p. 28)
- ClearAllData, which clears all the Cognos 8 Business Intelligence data values in the document, workbook, or presentation (p. 29)
- RefreshAllData, which refreshes all the current Cognos 8 Business Intelligence data values that are in the document, workbook or presentation (p. 29)

- UnlinkAllData, which converts the linked Cognos 8 Business Intelligence data values into static values that are no longer updated when functions such as RefreshAllData are called (p. 30)
- LogOff, which logs off all the Cognos 8 Web servers currently logged on to (p. 30)
- TraceLog, which returns all the automation activities and errors (p. 30)
- SuppressMessages, which suppresses the alerts and messages shown during normal operations of Cognos 8 for Microsoft Office (p. 31)

To learn about the properties and methods of an object, use the online help. Because the object is obtained at run time and there is no type library installed on the client's machine, the user cannot use IntelliSense to tell what properties and methods are available on the object.

HttpLogonCredentials

The HttpLogonCredentials authenticates a user to a Web site that requires new authentication credentials, such as Basic, Kerberos, and SiteMinder. HttpLogonCredentials takes the URL, user name, and password that are used for authentication on the Web site.

Syntax

HttpLogonCredentials (*url*, *user name*, *password*)

Argument	Description	Data type
url	The URL for the Web site that you want to authenticate against	String
user name	The user name for authentication	String
password	The password for authentication	String

The Logon

The Logon takes the URL of the Cognos 8 Business Intelligence Web server and the credential elements required by Cognos 8 to perform a logon: user ID, password, and namespace.

The Cognos 8 for Microsoft Office API supports the Cognos 8 for Microsoft Office strategy of storing user credentials only in memory. For this reason, users are responsible for storing their credentials in a secured area and passing them to the logon methods at run time.

Syntax

Logon (*url*, *user name*, *password*, *namespace*)

Argument	Description	Data type
url	The URL for the Cognos 8 Web server that you want to log on to	String
user name	The user name for authentication	String
password	The password for authentication	String
namespace	The specific namespace for authentication	String
Return	The Boolean value that is true if successful	Boolean

Example

Here is an example of this syntax:

```
Dim bRresult As Boolean
bResult = CognosOfficeAutomationObject.Logon("http://localhost/cognos8/cgi-bin/
cognos.cgi",
"Administrator", "CognosAdmin", "Production")
```

ClearAllData

ClearAll Data clears all the Cognos 8 data values in the current Microsoft Office document, workbook or presentation.

Syntax

ClearAllData()

Example

The following is an example of this syntax:

```
CognosOfficeAutomationObject.ClearAllData
```

RefreshAllData

RefreshAllData fetches the most current data values from the Cognos 8 Web server and updates those values in the current Microsoft Office document, workbook or presentation.

The system must be successfully logged on to the Cognos 8 Web server.

Syntax

RefreshAllData()

Example

The following is an example of this syntax:

```
Dim bResult as Boolean
```

```
bResult = CognosOfficeAutomationObject.Logon("http://localhost/cognos8/cgi-bin/
cognos.cgi",
"Administrator", "CognosAdmin", "Production")
'Refresh the data if we successfully logged on to the
Cognos 8 BI server.
If bResult Then
  CognosOfficeAutomationObject.RefreshAllData
End If
```

UnlinkAllData

UnlinkAllData disconnects all the Cognos 8 data values in the current Microsoft Office document, workbook or presentation. This means that these values are no longer updated with subsequent calls to RefreshAllData. They become static values.

Any Cognos 8 data values that are imported into the current Microsoft Office document, workbook, or presentation after UnlinkAllData is called will continue to be linked to Cognos 8 data source on the Web server. They are updated with new server data using the RefreshAllData call.

Syntax

UnlinkAllData()

Example

The following is an example of the syntax:

```
CognosOfficeAutomationObject.UnlinkAllData
```

Logoff

Logoff logs off all the Cognos 8 Web servers currently logged on to.

Syntax

Logoff ()

Example

The following is an example of the syntax:

```
CognosOfficeAutomationObject.Logoff
```

TraceLog

TraceLog returns all the Cognos 8 for Microsoft Office automation activities and errors.

Syntax

String TraceLog()

Example

The following is an example of the syntax:

```
Dim strTraceLog as String
strTraceLog = CognosOfficeAutomationObject.TraceLog
```

```
MsgBox strTraceLog
```

SuppressMessages

SuppressMessages suppresses the standard alerts and messages that are shown during the normal operations of Cognos 8 for Microsoft Office.

Syntax

SuppressMessages()

Example

The following is an example of the syntax:

```
Private Sub Class_Initialize()
    CognosOfficeAutomationObject.SuppressMessages True
End Sub
Private Sub Class_Terminate()
    CognosOfficeAutomationObject.SuppressMessages False
End Sub
```

Example - Code for Processing Within VBA

The following example demonstrates how to call the Logon method within VBA:

```
Dim bResult as Boolean
bResult = CognosOfficeAutomationObject.Logon
("http://localhost/cognos8/cgi-bin/cognos.cgi","Administrator",
"CognosAdmin", "Production")
If bResult Then
    CognosOfficeAutomationObject.ClearAllData()
    CognosOfficeAutomationObject.RefreshAllData()
    CognosOfficeAutomationObject.Logoff()
    Dim sTraceLog as String
    sTraceLog = CognosOfficeAutomationObject.TraceLog
    'Here is where you could write the trace log to file.
    MsgBox sTraceLog
End If
```

Example - Code for Processing Outside VBA

You may want to use Cognos 8 for Microsoft Office Automation outside VBA. You cannot call the APIs directly.

Wrapper macros must be created in the Microsoft Office document for every API. You can then call these macros from your code. The module CognosOfficeAutomationExample.bas is an example of a wrapper macro that can be called from outside VBA.

The following Visual Basic Script opens Microsoft Office Excel, logs on to Cognos 8 from Microsoft Office, refreshes the content, and logs off.

```
' Start Excel in batch mode
Set objExcel = CreateObject("Excel.Application")
objExcel.Visible = False
objExcel.ScreenUpdating = False
objExcel.DisplayAlerts = False
```

```
'Open a workbook that has Cognos 8 data in it.
Set objWorkbook = objExcel.Workbooks.Open("C:\workbook1.xls")
' Call the wrapper macros
objExcel.Run "Logon", "http://localhost/cognos8/cgi-bin/congnos.cgi",
"Administrator", "", "Production"
objExcel.Run "RefreshAllData"
objExcel.Run "Logoff"
objExcel.Run "WriteTraceLog", "C:\AutomationLog.log"
objWorkbook.Save
objWorkbook.Close
objExcel.Quit
```

Macro Files

The macro files are written in Visual Basic for Applications (VBA). They are installed with Cognos 8 for Microsoft Office in the Automation folder. The default location is *client_installation_directory*\Automation.

Microsoft Excel and Microsoft Word share the same CognosOfficeAutomationExample.bas file. Microsoft PowerPoint has its own file named CognosOfficeAutomationPPExample.bas.

The following macro files are installed.

File	Description
CognosOfficeAutomationExample.bas	Because it is a BASIC file created using VBA, this file has the extension .bas. It contains the CognosOfficeAutomationObject property that enables Cognos 8 for Microsoft Office automation in the current Office document. It also contains wrapper functions that call the API exposed by Cognos 8 for Microsoft Office.
CognosOfficeAutomationPPExample.bas	This file is the same as the CognosOfficeAutomationExample.bas file, except that it is tailored to suit Microsoft PowerPoint.
CognosOfficeMessageSuppressor.cls	This file shows how to use the SuppressMessages API function.

Script Files

Use the sample script files to help you with more advanced automation functions, such as scheduling the refresh of workbooks, documents, or presentations.

You must modify them to meet your particular needs or use them as a reference to create your own programs. For more information, see the comments in the file.

These Visual Basic Scripts (VBS) are provided as sample programs and are located in *client_installation_directory*\Automation:

- Automate_COI.vbs
- Automate_COI_Excel.vbs
- Automate_COI_Word.vbs
- Automate_COI_PowerPoint.vbs

Chapter 6: Troubleshooting

Use this troubleshooting reference information and solutions as a resource to help you solve specific problems you may encounter during or after the installation of Cognos 8 for Microsoft Office components.

Troubleshooting Resources

Troubleshooting resources are sources of information that can help you resolve a problem that you are having with a product.

Generally, sources of troubleshooting information include logs, debugging modes, documentation, and technical support. In addition to this document, the following troubleshooting resources are available when you work with Cognos 8 for Microsoft Office:

- error messages (p. 35)
- log files (p. 35)
- Windows Event Viewer (p. 36)
- samples (p. 36)
- Knowledge Base of the Cognos Global Customer Services Web site (p. 36)
- Cognos Global Customer Services (p. 37)

Error Messages

The first indication of a problem is often an error message. Error messages contain information that can be helpful in determining the cause of a problem.

Log Files

Log files can help you troubleshoot problems by recording the activities that take place when you work with a product. Operations performed in Cognos 8 for Microsoft Office are recorded in a log file for tracking purposes.

Before you begin viewing log files, ensure that they contain the information that you need. The number of log files and the information they contain are set by parameters that you control. In most cases, the log files are locked while the application is running. To email the log file, you must exit the application first before copying it.

When troubleshooting, the following files can assist you:

Cognos Server Log File

This file contains information about the Report Data Service processes.

Cognos 8 for Microsoft Office Log File

This file contains information about Cognos 8 for Microsoft Office processes. You turn this log on or off by setting the **Enable Logging** check box in the **Options** dialog box in Cognos 8 for Microsoft Office.

For more information, see "Enable Logging as a Diagnostic Tool" (p. 19)

Windows Event Viewer

Windows Event Viewer provides information about program, security, and system events. For example, if a Cognos service fails to start, this fact is recorded in the event log.

Windows Event Viewer does not record information that is specific to operations or tasks performed in Cognos 8 for Microsoft Office. Consult the Cognos 8 for Microsoft Office log file for these problems.

For information about how to use Windows Event Viewer, see the Windows help.

Samples

Cognos 8 for Microsoft Office uses samples for its components to highlight product features and to help you learn how to use the product. You can also use samples to troubleshoot problems. You can use the samples that come with Cognos 8 for Microsoft Office to determine if various components are working together as expected. For example, if you are having a problem running a report, you can try running a sample report to see if the problem persists. You may discover that the problem is related to connecting to a database.

Use the Knowledge Base of the Cognos Global Customer Services Web site

The Knowledge Base of the Cognos Global Customer Services Web site is a database of documents maintained by Cognos support personnel containing problems logged by customers. Consequently, a problem you are experiencing with Cognos 8 Go! Office may already be reported by someone else, and a solution already found. If Knowledge Base does not include the problem you are having, you can call Cognos Global Customer Services for individual assistance. Before you can access Knowledge Base, you must have a valid logon. To obtain one, send an email message to SupportWeb@Cognos.com.

Steps

1. In your Web browser, go to

   http://support.cognos.com/kb-app/knowledgebase

2. In the logon dialog box, type your user name and password, and click **OK**.

   The search page appears.

3. Search through the available documents.

Call Cognos Global Customer Services

If you are unable to resolve a problem using all other troubleshooting resources, call Cognos support to receive immediate help. For information about Cognos support locations and programs, see the Cognos Global Customer Services Web site (http://support.cognos.com).

To contact Cognos Global Customer Services, you must have a current support agreement with Cognos.

Before you call, do the following:

- Ensure that the problem is related to Cognos software and results in a Cognos error message.
- Attempt to reproduce the problem to ensure that it is not just a simple error.
- Check obvious things like file locations, directories, paths, and access.
- Review all relevant documentation, including any release notes or readme files.
- Check to see if any recent changes in your computing environment may be responsible for the problem.

Steps

1. Have the following information at hand:
   - your customer identification number
   - your case reference number, if it is an ongoing case
   - the phone number where you can be reached
   - the version of the software you use
   - the version of the operating environment you use
   - a description of what you were doing when the problem occurred
   - the exact wording of any error messages that appear
   - any steps you took to attempt to solve the problem
2. Contact the Cognos support center nearest you.
3. You are asked whether this is a new or ongoing case. If it is an ongoing case, provide your case reference number or, if appropriate, your customer identification number.

If you don't have support on the software about which you are calling, you will be directed to a support renewal representative.

Common Errors

This section lists the most-common errors that you might encounter with Cognos 8 for Microsoft Office. For a complete listing, which includes numbered error messages and warnings for Cognos 8 products, refer to the Cognos 8 *Administration and Security Guide*.

Configuration Issues

The following issues are related to configuration and setup.

The Cognos 8 for Microsoft Office Interface Fails to Initialize in Microsoft Office

Cognos 8 for Microsoft Office may not initialize when the Microsoft .NET Framework is not installed or the version is not correct. The required Microsoft .NET Framework version is 2.0. Another possible reason for this condition is that the Cognos 8 for Microsoft Office COM add-in is either not installed or not registered.

If you are running the wrong version of Microsoft .NET Framework, uninstall it and then reinstall Microsoft .NET Framework version 2.0.

To install the Cognos 8 for Microsoft Office COM add-in, run the .msi program that is found on the installation disk. For more information, see the Cognos 8 *Installation and Configuration Guide*.

Before you attempt to install Microsoft .NET Programmability Support, you must have installed Microsoft .NET Framework version 2.0.

Cognos 8 Go! Office Does Not Start in Microsoft Word

You open a Cognos 8 Go! Office session in Microsoft Word, but nothing appears to happen.

This can occur if Microsoft Outlook has opened a session of Microsoft Word to edit email messages. To check whether you are using Word to edit emails, in Microsoft Outlook, click **Tools**, **Options**, **Mail Format**. In the **Message format** section of the dialog box, verify the options for editing your emails.

To resolve this problem, close Microsoft Outlook before opening the Microsoft Word document configured for Cognos 8 Go! Office.

Cognos 8 for Microsoft Office Fails to Initialize in Microsoft Internet Explorer

If you use Internet Explorer to browse Cognos 8 and open a workbook, document, or presentation published by Cognos 8 for Microsoft Office, the document launches in Microsoft Office, but without full functionality.

To configure Internet Explorer to open Microsoft Office files in Microsoft Office instead of in Internet Explorer, you must use the Folder Options tool to update browse options. It is also possible to do this in Windows Registry.

Steps to Configure Internet Explorer to Open Microsoft Office Documents in Microsoft Office Applications

1. Open **My Computer**.

2. From the **Tools** menu, click **Folder Options**.
3. On the **File Types** tab, under **Registered file types**, click **Microsoft Excel Worksheet**, and then click **Advanced**.

   The **Edit File Type** dialog box appears.
4. Clear the **Browse in same window** check box and click **OK**.
5. Complete the same steps for Microsoft Office PowerPoint presentations and Microsoft Office Word documents.

Microsoft Office Does Not Open a Microsoft Office Document Published from Cognos 8 for Microsoft Office

If you observe Microsoft Office trying to open a published document twice when you double-click the workbook, document, or presentation from Windows Explorer, the file association is either corrupted or not installed properly.

There are two options to resolve this issue. You can start the Microsoft Office application first, and then open the document using the Open command from the File menu, or you can reregister the file type.

Steps to Reregister Workbook File Types for Microsoft Office Excel

1. From the **Start** menu, click **Run**.
2. Type the following command and click **OK**. You can adapt this command to your environment by providing the proper local drive and location.

   "C:\Program Files\Microsoft Office\Office\Excel.Exe" /regserver

Steps to Reregister Presentation File Types for Microsoft Office PowerPoint

1. From the **Start** menu, click **Run**.
2. Type the following command and click **OK**. You can adapt this command to your environment by providing the proper local drive and location.

   "C:\Program Files\Microsoft Office\Office\Powerpnt.Exe" /regserver

Steps to Reregister Document File Types for Microsoft Office Word

1. From the **Start** menu, click **Run**.
2. Type the following command and click **OK**. You can adapt this command to your environment by providing the proper local drive and location.

   "C:\Program Files\Microsoft Office\Office\winword.exe" /regserver

Unable to Open Published Microsoft Office Documents from Cognos Connection

If the browser does not prompt you to open or save the workbook, document, or presentation, it may mean that the option to prompt before opening was cleared. This option must be reset.

You must enable the **File Download** and **Automatic prompting for file downloads** in Internet Explorer.

Steps to Confirm Opening of Documents

1. Start the **Windows Control Panel**.
2. Double-click **Folder Options**.
3. From the **Folder Types** tab, in the **Registered file types** list, click **Microsoft Excel Worksheet**, and then click **Advanced**.
4. Ensure that the **Confirm open after download** check box is selected and click **OK**.
5. Repeat steps 3 and 4 for other Microsoft Office documents that are supported in Cognos 8 for Microsoft Office, such as **Microsoft Office Excel Template**, **Microsoft PowerPoint Presentation**, **Microsoft Office PowerPoint Template**, **Microsoft Word Document**, and **Microsoft Office Word Template**.
6. Click **Close**.

Steps to Reset Internet Security Options

1. Start **Internet Explorer**.
2. From the **Tools** menu, click **Internet Options**.
3. From the **Security** tab, click the Web content zone for which you are updating these options, and then click **Custom Level**.
4. Scroll down to the **Downloads** section and click **Enable** for the **File download** and **Automatic prompting for file downloads** options.
5. Click **OK** twice.

Error Messages, the .NET shortcut, or the .NET Console Are Not in the Language of the .NET Framework 2.0 That Was Installed

When you install a non-English version of .NET Framework in a non-English operating system, you will notice that the error messages, .NET shortcut and .NET Console are in English.

To solve this issue, you must apply the .NET Framework Language Pack for your language.

The subkey numbers relate to the language as follows: 1033=en-en, 1036=fr-fr, 1031=de-de, and 1041=ja.

If you are missing the language pack subkeys, you must install the .NET language pack, which is available from the Microsoft support Web site.

Workbook Closes Unexpectedly if Name Contains Square Bracket

If you install the COM add-in and your Microsoft Excel workbook name contains a square bracket, Excel stops responding or closes unexpectedly after opening.

To resolve this problem, rename the workbook so that it does not contain any square brackets.

Reports Unavailable in Cognos Connection Jobs after Using Save As Command in Report Studio

After opening a report in Report Studio and saving a copy using the Save As command, you may find that if the report is included in a job, it is not available in the Cognos Connection portal.

Do not use the Save As command in Report Studio to save changes when a report is included in a job. Instead, make a copy of the report, make changes to the copy, and then copy the updated report to the Cognos Connection portal. Use this method to overwrite the report in the job without breaking the report links.

Processing Issues

The following issues are related to processing and rendering reports.

Cannot Render this Report

The Report Data Service (RDS) cannot bring report elements into a Microsoft Office document. Some combinations of text and images are beyond the scope of the target application.

To resolve this problem, evaluate the report and attempt to simplify the content requirements so that Cognos 8 Go! Office can render the report.

RDS Data Limit Exceeded When Importing from Large Report Outputs

While attempting to import all or part of a large report, the application attempts to open the entire report. A provisional governor limit is in place to restrict the size of report output allowed and might result in an error (even if you are trying to import only part of a report).

To resolve this problem, you can adjust the size limit for report data by changing the Governor limit setting.

Steps

1. Start Cognos Connection.
2. In the upper-right corner, click **Launch**, **Cognos Administration**.
3. On the **Status** tab, click **System**.
4. In the upper-left corner of the **Scorecard** pane, click the arrow to view the **Change view** menu. Click **Services**, and then click **Report Data**.
5. Click the arrow next to **ReportDataService** to view the **Action** menu, and then click **Set Properties**.
6. Click the **Settings** tab.
7. In the **Value** column, change the number for **Governor limit (MB)**, and then click **OK**.

RDS Server Unavailable

The Cognos Report Data Service (RDS) manages the transfer of report data between Cognos 8 and applications that consume the data, such as Cognos 8 Go! Office.

To resolve this problem, restart RDS. RDS restarts when the Cognos 8 service is restarted.

Steps to Restart the RDS Server

1. In a browser, connect to Cognos 8 as an administrator.
2. In Cognos Connection, in the upper-right corner, click **Launch**, **Cognos Administration**.
3. On the **Status** tab, click **System**.
4. In the upper-left corner of the **Scorecard** pane, click the arrow to view the **Change View** menu. Click **Services**, and then **Report Data**.
5. With the **Report Data** service displayed, click the arrow to view the **Actions** menu next to the service, and then click **Start**.
6. If RDS fails to start, or if Cognos 8 is not responding, start Cognos Configuration.
7. Choose whether to start or restart Cognos 8.
   - If Cognos 8 is not running, click **Start**.
   - If Cognos 8 is running, click **Restart**.

Imported Reports Are Missing Charts or Images

Cognos 8 Go! Office is functioning normally, but charts and images are missing. The client machine, which is running Cognos 8 Go! Office, cannot connect to the gateway URL as configured in Cognos 8. This may be because it is behind a firewall, the hostname/DNS is not known to this client machine, or the client machine has proxy issues.

To resolve the connectivity issues, work with your system administrator.

#ERROR Appears in Cells With Multiple Images in a Cell (Excel Only)

Multiple images in a cell cannot be rendered.

The solution is to reauthor the report to move each image to its own cell, then reimport the report.

The Dispatcher Is Unable to Process the Request. The Request Is Directed to an Unknown Service Name: *Content*

The Cognos Report Data Service (RDS) cannot bring report elements into a Microsoft Office document. Some combinations of text and images are beyond the scope of the target application.

To resolve this problem, evaluate the report and attempt to simplify the content requirements so that Cognos 8 Go! Office can render the report.

Report Content is Not Imported

If the report name has a single quotation mark and the **Create new worksheets for report pages** option is selected, the report content is not imported.

To resolve this problem, you must rename the report without the single quotation mark.

Incorrect Format for the Prompt Value in Prompted Reports

When you refresh a prompted report using the **Specified Value** type, the prompt value does not display properly in the **UseValue** field.

Not all prompt values are affected. Some of the prompt properties appear as expected while others may look like this:

```
[great_outdoors_company].[Products].[Products].[Product line]->:[PC].[@MEMBER]
.[5~236]
```

In this example, the selected prompt value is "Golf Equipment" which is displayed properly in the **Display Value** prompt property.

In cases where this occurs, you must know that the equivalent format in the **Specified Value** is the value with which you want to refresh the report. In the example, [great_outdoors_company].[Products].[Products].[Product line]->:[PC].[@MEMBER].[5~236] is equivalent to Golf Equipment.

To refresh the report, we recommend that you use the **Always Prompt** option. That way, users can select the value from the report's own prompt dialog box.

Steps to Select the Always Prompt Option

1. To view the report properties, from the **Manage Data** tab, click the report.
2. Expand the prompt properties.
3. In the **Type** box, click **Always Prompt**.
4. Refresh the report.

   The report refreshes with the requested parameters.

   Note: This does not affect the import of prompted reports.

DPR-ERR-2079 Firewall Security Rejection

If you run a report after your session has expired and then try to navigate away from the first page of the report, you encounter the following error message:

```
DPR-ERR-2079 Firewall Security Rejection. Your request
was rejected by the security firewall. CAF rejection details are
available in the log. Please contact your administrator.
```

To resolve this problem, after an expired session, you must log on again.

Steps to Log On

1. In the report list, right-click the top node item.
2. Click **Log On**.

3. Provide your authentication credentials as prompted and click **OK**.

This item cannot be expanded. Microsoft Excel has reached the maximum number of rows or columns for this worksheet

The number of rows and columns is limited in Microsoft Excel. Expanding the current item is not possible because it would shift rows or columns beyond this worksheet limit. Microsoft Office Excel cannot shift nonblank cells off the worksheet.

Manually move items so that the row or column item can expand without reaching the limit, or move your exploration or analysis to another worksheet. Or, you can move the data to a new location and try again.

Security Issues

The following issues are related to security setup.

Cognos 8 for Microsoft Office Unable to Create Trust Relationship

If you are using HTTPS to RDS and you receive an error in Cognos 8 for Microsoft Office about being unable to trust the relationship, the Certificate Authority (CA) certificate that was issued by the Web server is not trusted on the client workstation.

To resolve this problem, you must ensure that the Certificate Authority (CA) that issued the Web server certificate is also trusted on the client workstation. If the certificate is not from an authority that is already trusted on the client, such as Verisign, you must install the CA certificate in the trust store on the client.

Steps to Ensure that the CA Certificate is Trusted on the Client Workstation

1. Retrieve the CA certificate from the issuing authority.

   The file has a .cer extension. This is not the same certificate as the one used by the Web server. It is the certificate for the issuing authority itself.

2. Double-click the .cer file, click **Install Certificate**, and then click **Next**.
3. Click **Place all certificates in the following store**.
4. Click **Browse**, click **Trusted Root Certification Authorities**, and then click **Next**.
5. Click **Finish**.

Unable to View Reports After Clicking View Report

Cognos 8 Go! Office is functioning normally, but you cannot use the **View Report** option to view reports. The client machine, running Cognos 8 Go! Office, cannot connect to the gateway URL as configured in Cognos 8. It is behind a firewall, the hostname/DNS is not known to this client machine, or the client machine has proxy issues.

To resolve the connectivity issues, work with your system administrator.

Cognos 8 for Microsoft Office Numbered Error Messages

The following error messages may appear in a dialog box and are recorded in the Cognos 8 for Microsoft Office log.

COI-ERR-2005 This Version of Microsoft Office Is Not Supported

Cognos 8 for Microsoft Office supports the following Microsoft Office applications: Microsoft Office Excel 2003 or 2007 (Professional or Standard), Microsoft Office Excel XP, Microsoft Office Word 2003 or 2007 (Professional or Standard), Microsoft Office Word XP, Microsoft Office PowerPoint 2003 to 2007, and Microsoft Office PowerPoint XP. You cannot load Cognos Office content to another Microsoft Office application, such as Microsoft Access even when there is an add-in that enables these applications to interoperate.

Load the report content into one of the supported applications and environments.

COI-ERR-2006 This Microsoft Office Product Is Not Supported

Cognos 8 for Microsoft Office supports the following Microsoft Office applications: Microsoft Office Excel 2003 or 2007 (Professional or Standard), Microsoft Office Excel XP, Microsoft Office Word 2003 or 2007 (Professional or Standard), Microsoft Office Word XP, Microsoft Office PowerPoint 2003 to 2007, and Microsoft Office PowerPoint XP. You cannot load Cognos Office content to another Microsoft Office application, such as Microsoft Access even when there is an add-in that enables these applications to interoperate.

Load the report content into one of the supported applications and environments.

COI-ERR-2008 Unable to Retrieve from Resources. Tried '{0}'

An internal processing error occurred.

Contact customer support. Be ready to supply all relevant logs and details related to this error.

COI-ERR-2009 Unable to Perform This Operation Because Microsoft Excel is in Edit Mode

Report content cannot be refreshed while one of the cells of the workbook is being edited.

Click outside the active cell to return it to a non-edit mode and try again.

COI-ERR-2010 The Name {0} is Not Valid. A Name Must Not Contain Both a Quote (") Character and an apostrophe (') character

When you create a folder, rename a folder, or publish a document, the name can contain an apostrophe or a quote, but not both.

To resolve this problem, rename the folder or document. Exclude the apostrophe or quote character from the name.

COI-ERR-2011 The server did not return the expected response. Check that the gateway is valid.

This error message is displayed if the value entered in the **System Gateway URI** box of the **Options** dialog box is not a valid Cognos 8 server.

To resolve this problem, reenter the **System Gateway URI** with the gateway address for a valid Cognos 8 server.

Report Data Service (RDS) Numbered Error Messages

The following error messages may appear in a dialog box and are recorded in the Cognos server log, which is located at <*Cognos 8_installation_location*>/logs/cogserver.log.

RDS-ERR-1000 Report Data Service Could Not Process the Response from the Content Provider

The cause for this error varies based on the application server.

- In WebSphere, this error occurs if another XML parser, such as Xalan is colliding with the one RDS uses.
- In BEA WebLogic, this error occurs if the JAVA_OPTIONS variable has not been set with the correct parser information.
- This error can also occur if a package from a previous version of Cognos 8 (or ReportNet®) was deployed to Cognos 8 without the report specifications being upgraded.
- Another possible reason for this error message is that RDS cannot handle the report. For example, this error occurs if a Report Studio report contains a block with either of the following:
  - a repeater or repeater table inside a block or a table
  - a layout object, such as a list, crosstab, chart, or text object in a conditional block inside another block or a table

Set the Class Loader Policy in WebSphere

For WebSphere, the best solution is to set the Class loader policy to **PARENT_LAST**. The WebSphere documentation tells the administrator how to do this.

Set the JAVA_OPTIONS Variable in WebLogic

If you are accessing Cognos 8 Go! Office through Cognos 8 on a BEA WebLogic Application Server add the following to the JAVA_OPTIONS variable of the startManagedWebLogic.cmd (Windows) or startManagedWebLogic.sh (UNIX) script file:

-Dorg.xml.sax.driver=org.apache.xerces.parsers.SAXParser

Upgrade Report Specifications

Follow the steps for "Upgrading Report Specifications" in the Cognos 8 *Administration and Security Guide*.

Edit the Report

To avoid problems with report layout, you must modify the report by performing one of the following:

- Take the repeater or repeater table out of the block or table.
- Cut the layout object from the conditional block into a new conditional block, block, or table.

RDS-ERR-1001 The PowerPlay Report *Name* Could Not Be Run. The Expected Response Was Not Returned by PowerPlay

PowerPlay failed while running the report or RDS cannot understand the output.

To resolve this problem, ensure that PowerPlay is functioning properly. The user should check to see that the PowerPlay server is running, or check the PowerPlay logs for errors. If IIS is being used for the Web server, ensure that Anonymous Access is enabled. For more information, see the Cognos 8 *Installation and Configuration Guide*.

RDS-ERR-1004 A Connection Could Not Be Established with Cognos 8

Cognos 8 is not responding.

Check the Cognos 8 logs. Ensure that Cognos 8 is functioning properly.

RDS-ERR-1005 The Logon Requirements for Cognos 8 Could Not Be Obtained. You May Already Be Logged into this Namespace, or the Target Namespace Does Not Exist

Generally, this error occurs when trying to log on to the same namespace twice. In some cases, it may indicate a problem with a security setup such as SiteMinder.

Ensure that you are not already logged in.

RDS-ERR-1012 Cognos Content Service was Unable to Discover the Content Providers

This error usually appears in conjunction with RDS-ERR-1028 and means that RDS could not communicate with any PowerPlay providers. (RDS-ERR-1028 can occur separately if there is more than one PowerPlay server, and only one has failed).

Check that all instances of PowerPlay Enterprise Server are running properly.

RDS-ERR-1013 Report Data Service Was Unable to Query Content Manager

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1014 Report Data Service Was Unable to Create the Document Object *Object Name*

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1015 Report Data Service Was Unable to Create a New Document Version

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1016 Report Data Service Was Unable to Create a New Document Content Object

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1018 The Cognos 8 Report *Name* Could Not Be Run. The Expected Response Was Not Returned by Cognos 8

An error was returned by Cognos 8 when the report was run. PowerPoint does not contain the necessary facilities to recreate the rich formatting and layout of this report.

Check the Cognos 8 error log for troubleshooting information. If the report in question was not able to be rendered, adjust the report to remove the formatting and layout to expose the data in PowerPoint, where formatting and layout can be modified.

RDS-ERR-1019 Cognos Content Service Was Unable to Retrieve the Portal Information from Cognos Connection

Cognos 8 may have stopped processing.

Ensure that Cognos 8 is started.

RDS-ERR-1020 The Currently Provided Credentials are Invalid. Please Provide the Logon Credentials

Your user name and password are not correct.

Ensure that you entered a valid user name and password.

RDS-ERR-1021 The Cognos 8 Report *Name* Could Not be Run Because it Contains Unanswered Prompts. Please Provide the Prompt Answers, and Run the Report Again

The report has prompts that have not been set.

You must open the report and then save a version of the report with the desired prompt answers before importing the content into Cognos 8 Go! Office.

RDS-ERR-1022 The Request Received by Report Data Service Is Not Valid

This error message could indicate that someone is trying to externally access RDS.

Stop and restart RDS.

RDS-ERR-1023 The Report *Name* Could Not Be Run Because It Exceeds the Report Data Service Data Size Limit Set by the Administrator

A report fails because it exceeds the data size limit set by the administrator. The default limit for Cognos 8 Go! Office is 10 MB.

Increase the size limit for report data by changing the Governor limit setting. For more information, see the Cognos 8 *Administration and Security Guide*.

RDS-ERR-1027 The Encoding for the PowerPlay Server *Name* Could Not Be Determined. ISO-8859-1 Will Be Used as the Encoding

This condition can be caused if PowerPlay is not responding.

Ensure that PowerPlay is started and functioning properly.

RDS-ERR-1030 A Security Error Occurred While Trying to Establish a Connection with *Name*

The CA certificate was not installed into RDS.

Install the CA certificate.

RDS-ERR-1031 Report Data Service was unable to retrieve the metadata for *Name*

The provider, such as Cognos 8 or PowerPlay is not responding.

Ensure that Cognos 8 or PowerPlay is running. Check the server log for error messages related to these providers.

RDS-ERR-1033 Report Data Service Was Unable to Create the Report View *Name*

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1034 The Report Specification for *Name* Could Not Be Retrieved From Cognos 8

This message occurs if the metadata could not be retrieved from Cognos 8.

Ensure that Cognos 8 is running. Check the server log for error messages related to Cognos 8.

RDS-ERR-1039 The Request Could Not Be Cancelled. The Request is No Longer Running

This error occurs if a user (or administrator) tries to cancel an RDS request, but the request no longer exists. This can happen if the user clicks **Cancel** after the administrator has already restarted RDS.

Wait for RDS to restart.

RDS-ERR-1040 The Conversation With *Conversation ID* Has Been Cancelled

This message appears in the audit log if a request is cancelled by either the user or by the administrator. Users can cancel their own requests. Administrators cannot cancel specific requests, but can cancel all requests by stopping and restarting the service.

Stop the service and abandon all running requests.

Steps

1. In Cognos Connection, in the upper-right corner, click **Launch**, **Cognos Administration**.
2. On the **Status** tab, click **System**.
3. In the upper-left corner of the **Scorecard** pane, click the arrow to view the **Change View** menu. Click **Services**, and then **Report Data**.
4. With the Report data service displayed, click the arrow to view the **Actions** menu next to the service, and then click **Stop immediately**.

By using this method, RDS supports canceling long running requests, such as running a report.

RDS-ERR-1044 The Output for the Requested Version for Object *Name*Could Not be Retrieved

The report output version that you want to run cannot be retrieved from the content store.

This problem can be caused by one or more of the following:

- the requested report version name, specified burst key, or burst ID, does not exist
- the requested version does not have any outputs that meet any of the accepted formats, such as XML, PDF, or HTML

  The report author did not specify a default format to be used when the report is run.
- you do not have sufficient access permissions to retrieve this output

  To run the report, you must have execute permission for the report and traverse permissions for the folder that contains the report.

RDS-ERR-1045 LayoutDataXML Output Was Not Generated For the Requested Version for Object [*Name*]

The report version you want to run exists in the content store, but was not saved with the LayoutDataXML output.

When the report output version was saved, the report author must have selected the **Enable enhanced user features in saved output version** check box in Cognos Connection.

For more information, see the Cognos 8 Cognos Connection *User Guide*.

Cognos 8 Go! Office Numbered Error Messages

The following error messages may appear in a dialog box and are recorded in the Cognos 8 Go! Office log.

COC-ERR-1003 Failed to Create Slide

You cannot add a new slide in the wizard.

Microsoft Office PowerPoint is in a state that it cannot add a slide. Exit the wizard and attempt to create a slide manually in Microsoft Office PowerPoint.

COC-ERR-1302 There Is No Data Source Available

Cognos 8 Go! Office cannot connect to the Report Data Service (RDS).

Check for connectivity issues.

COC-ERR-2005 The Import Failed

An unknown issue caused the import of report content to fail.

Other possibilities may include:

- the logon requirements for Cognos 8 are not available. You may already be logged onto this namespace, or the target namespace does not exist.
- protection for the Excel workbook structure exists

  The protection prevents users from adding or deleting worksheets or from displaying hidden worksheets.

Check that your report uses standard practices. Revise and resave the report, ensuring that text and images are not located in the same cell.

If the workbook structure is protected, ensure that the **Structure** check box in the **Protect Workbook** dialog box is cleared. In Excel, from the **Tools** menu, click **Protection**, and then click **Protect Workbook**. In the **Protect Workbook** dialog box, clear the **Structure** check box, and then click **OK**.

COC-ERR-2006 Failed to Load the Portal Tree: *Name*

This error occurs while attempting to log onto the Cognos 8 Server from a Cognos 8 Go! Office session. You must install .NET Framework v2.0.

This can be a connectivity issue. It may also mean that the Cognos 8 service has stopped.

As documented in the Cognos 8 *Installation and Configuration Guide*, to deploy Cognos 8 Go! Office, you must first install Microsoft .NET Framework version 2.0 on the client workstation.

If you have already installed the required Microsoft .NET framework, check for LAN connectivity issues. Restart the Cognos 8 service.

COC-ERR-2012 Failed to Render the List

A cell style or cell format in the Microsoft Office Excel workbook is not compatible with the data that you are attempting to import, or you are attempting to import content to a locked range.

Ensure that the range is valid and not locked, and that the style of the cell in the Microsoft Office Excel workbook is compatible with the style in Cognos 8.

COC-ERR-2013 This Is an Unsupported Office Application

Cognos 8 Go! Office supports the following Microsoft Office applications: Microsoft Office Excel 2003 (Professional or Standard), Microsoft Office Excel XP, Microsoft Office Word 2003 (Professional or Standard), Microsoft Office Word XP, Microsoft Office PowerPoint 2003, and Microsoft Office PowerPoint XP. You cannot load Cognos 8 Go! Office content to another Microsoft Office application, such as Microsoft Access even when there is an add-in that enables these applications to interoperate.

Load the report content into one of the supported applications and environments.

COC-ERR-2014 Refresh Failed

Cognos 8 Go! Office cannot refresh report content. Another error message should indicate why. If there is no other error message, the problem is outside Cognos 8 Go! Office. This may indicate a system problem, a server malfunction, or no LAN connectivity.

Attempt to refresh the content again. Check system and server functions.

COC-ERR-2015 Failed to Open the Import Wizard Dialog

When the Cognos 8 Go! Office Import Content wizard loads, it pages through the report and populates the tree and creates a page for each report element. If an unexpected error occurs in the report, this error is logged.

Try importing the report again. If it fails, open the report in the studio in which is was created and save the report. Check the log file for more detailed information.

COC-ERR-2019 Failed to Refresh an Image

The image could not be rendered because the Microsoft Windows Clipboard is locked.

Wait until the clipboard operation finishes. You may need to finish clipboard activity in another application before trying to refresh the content.

COC-ERR-2301 Logon Failed

Your user name and password are not correct.

Ensure that you entered a valid user name and password.

COC-ERR-2303 This Report Is Not Valid for Rendering

Cognos 8 Go! Office cannot render a top report, where a report is nested within another report.

Take the report out of its nested report and resubmit the request.

1. Redesign the report.
2. Resave the report.
3. Import the resaved report into Cognos 8 Go! Office.

COC-ERR-2304 This Is a Prompted Report. It Is Not Currently Supported

Depending on the version of Cognos 8 Go! Office and the type of report, some prompting may not be supported.

Modify the report so that prompting can take place at the same time using a prompt sheet, or try to establish defaults for the prompts based on user privileges. You can also save the report with prompt values.

Steps to Save the Report with Prompt Values

1. Using Cognos 8 or PowerPlay Web, run the report.
2. Save the report view.
3. In Cognos Connection, click **Properties** for the report view that you saved.
4. Click the **Run Options** tab.
5. Under **Prompt Values**, click **Set the prompt values**.
6. Provide the prompt answers.
7. Click **OK**.

COC-ERR-2305 Microsoft Excel Returned an Error. Ensure That Microsoft Excel is Not in Edit Mode, Then Try Again

Report content cannot be refreshed while one of the cells of the workbook is being edited.

Click outside the active cell to return it to a non-edit mode and try again.

COC-ERR-2308 Report Specification is Empty

The report you attempted to import into Cognos 8 Go! Office has no content. To import a report, it must have content.

Choose another report to import, or finish authoring the report before attempting to import it.

COC-ERR-2603 You Must Add a Slide to the Presentation Before Importing Any Content

The presentation has no slides. Cognos 8 Go! Office requires at least one slide in the presentation for the Import Content wizard to start.

Add a slide to the presentation and then try to import report content again.

COC-ERR-2604 Cannot Render Empty List Object

The list object you selected for import was empty. Cognos 8 Go! Office cannot import an empty list object.

Open the report and populate the list object with data before attempting to import the content into Cognos 8 Go! Office.

COC-ERR-2607 *Microsoft Office Message*

During initialization, you receive an error, COC-ERR-2607, and, in some instances, a Microsoft Office message, such as:

`File or assembly name Microsoft.Office.Interop.`*`ApplicationName`*`, or one of its dependencies, was not found.`

This error indicates that a required application or the .NET support for one of the required Microsoft Office applications is not installed.

Microsoft Office Excel, PowerPoint, and Word, and Microsoft .NET Programmability support for all three of these applications is required for Cognos 8 Go! Office to work properly.

Ensure that you have installed all three Microsoft Office applications and that the Microsoft .NET support is enabled. For more information, see the Cognos 8 *Installation and Configuration Guide*.

COC-ERR-2609 The Custom property "*Property_Name*" does not exist

You have imported a prompted report and have specified a name for **Custom Property** in the **Properties** pane that does not match the custom document property name in the Microsoft Office **Properties** dialog box.

In Cognos 8 Go! Office, in the **Properties** pane, for each prompt, ensure that the value specified in the **Custom Property** box, matches the value specified in the custom document property in the Microsoft Office **Properties** dialog box (**File**, **Properties**, **Custom** tab). Ensure that there are no leading and trailing character spaces in the name of the custom document property.

For more information, see the Cognos 8 Go! Office *User Guide*.

Glossary

action

A task that affects the performance of an individual metric. Metric Studio tracks the dates, resources and status of actions and their relationship to a metric.

agent

The object type created and edited by Event Studio. An agent contains the event condition and the associated tasks to perform. Once defined, an agent can be scheduled to check for instances of the event.

alias

In modeling and database terminology, a secondary name for a database table. Aliases are used to create a distinct reference to the table in the model, so that self-joins can be created or ambiguous query paths can be resolved.

In map information technology, a secondary name for a map feature. Aliases are used to create a reference between custom map feature names and feature names in databases.

attribute

In relational models, a query item that is not a measure or identifier. When a query item is an attribute, it is not intended to be aggregated, or used for grouping or generating prompt pick lists.

In dimensional models, attributes provide qualitative information about members of a level in a dimension. For example, the Store level within the Retailer dimension might have properties such as "address" or "retail space." In general, dimensional attributes do not have measure values or rollups associated with them, but are used to locate or filter members.

authentication

The process of verifying the identity of users when they log on. Users must be authenticated before they can be authorized to use any secured resources.

certificate

A document that identifies someone or something by name. Certificates are issued by certification authorities. Each Cognos computer in a distributed installation uses a different certificate. Certificates are used to positively identify an entity. They are used for digital signatures and secure communications, and can be used for encryption or decryption.

common gateway interface

(CGI) A standard that describes how Web servers should access other programs to create a document that will appear in a Web browser. For example, Web servers often use CGI programs to process forms.

condition

An expression that yields a boolean value. Conditions are used in query expressions, query filters, and boolean report variables that can be used for conditional formatting, styles, data sources, layouts and blocks.

connection

The named information that defines the type of the data source, its physical location, and any signon requirements. A data source can have more than one connection.

content locale

A code that is used to set the language or dialect used for browsers, report text, and so on; and the regional preferences, such as formats for time, date, money, money expressions, and time of day.

For Cognos products, you can specify a locale for the product interface (product locale) and for the data in the report (content locale).

credentials

Information stored about the identity of a Cognos user, usually a user name and password. You can assign your credentials to someone else so that they can use resources that you are authorized to use.

Credentials are created for Cognos components. If a user schedules or programs an action, credentials must be stored in the content store.

cube

A physical data source containing a multidimensional representation of data. A cube contains information organized into dimensions and optimized to provide faster retrieval and navigation in reports. In Cognos Planning, a cube (see also D-Cube) corresponds to a tab on Contributor client user interface.

data source

A relational database, dimensional cube, file, or other physical data store that can be accessed though Cognos 8.

data tree

Within a studio, contains objects such as query subjects, query items, dimensions, levels, and members. A data tree is used as a palette of the available data that can be inserted into calculations, filters, display areas, and other authoring gestures.

dimension

In Cognos Planning, the rows, columns, and pages of a cube are created from dimensions. Dimensions are lists of related items such as Profit and Loss items, months, products, customers, and cost centers. Dimensions also contain all the calculations. One dimension can be used by many cubes.

In Cognos 8 BI a dimension is a broad grouping of descriptive data about a major aspect of a business, such as products, dates, or markets. Each dimension includes different levels of members in one or more hierarchies and an optional set of calculated members.

event

An exceptional item of data, defined by specifying a query expression against items in a package. When data is detected matching the event condition, it causes an agent to perform tasks.

gateway

An extension of a Web server program that transfers information from the Web server to another server. Gateways are often CGI programs, but may follow other standards such as ISAPI and Apache Modules.

hierarchy

A hierarchy represents a collection of dimensional members organized into a tree structure, with each member having one or more parent members and an arbitrary number of child members.

The root of a hierarchy has no parent, and leaf members of a hierarchy have no children.

HTTPS

A secure version of HTTP Hypertext Transfer Protocol that incorporates secure sockets layer (SSL)
.

Cognos products use HTTPS and SSL to encrypt and transmit passwords securely over the Internet.

information pane

In Analysis Studio, a pane that helps you to confirm your selection in the data tree by displaying related information such as the level and attributes.

job

A group of runnable objects, such as reports, agents, and other jobs that you run and schedule as a batch.

locale

A code that is used to set the language or dialect used for browsers, report text, and so on; and the regional preferences, such as formats for time, date, money, and money expressions.

For Cognos products, you can specify a locale for the product interface (product locale) and for the data in the report (content locale).

namespace

For authentication and access control, a configured instance of an authentication provider. Allows access to user and group information.

In XML, a collection of names, identified by a URI reference, which are used in XML documents as element types and attribute names.

In Framework Manager, namespaces uniquely identify query items, query subjects, and so on. You import different databases into separate namespaces to avoid duplicate names.

prompt

A report element that asks for parameter values before the report is run.

report

A set of data deliberately laid out to communicate business information. Depending on the context, "report" may refer to report specification or report output.

Report (more precisely, report specification) is the generic term for the objects created or edited by Query Studio, Report Studio, and Analysis Studio.

report specification

The definition of queries, prompts, layouts, and styles that make up a report. A report specification is combined with data by a run operation to create report outputs. You create report specifications by using Report Studio, Query Studio, Analysis Studio, or through the Software Development Kit.

report view

A reference to another report that has its own properties, such as prompt values, schedules, and results.

You use report views to share a report specification instead of making copies of it.

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